



Patient Centered Medical Home Lead (Planning Analyst 5)

TENNCARE OVERVIEW

TennCare is Tennessee's managed care Medicaid program that provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of young children, older adults, and adults with physical disabilities. TennCare provides coverage for approximately 1.3 million Tennesseans and operates with an annual budget of approximately \$12 billion. It is run by the Division of TennCare with oversight and some funding from the Centers for Medicare and Medicaid Services (CMS).

WHY WORK AT TENNCARE?

TennCare's mission is to improve the lives of Tennesseans by providing high-quality cost-effective care. To fulfill that purpose, we equip each employee for active participation and empower teams to communicate and work collaboratively to improve organizational processes in order to make a difference in the lives of our members. Because of the positive impact TennCare has on the lives of the most vulnerable Tennesseans, TennCare employees report that their work provides them with a sense of meaning, purpose, and accomplishment. TennCare leadership understands that employees are our most valuable resource and ensures professional and leadership development are a priority for the agency.

JOB AND DEPARTMENTAL OVERVIEW

Quality Improvement:

The Quality Improvement Division is an integral team within the Medical Office that is responsible for monitoring, reporting, and leading innovative strategies focused on improving clinical quality and health outcomes. Operationally, the Quality Improvement Division works closely with several TennCare divisions to lead the development and execution of a comprehensive quality strategy. Additionally, the Quality Improvement team plays a strategic role in TennCare initiatives focused on improving clinical care and outcomes for TennCare members, including primary care transformation and population health. Externally, the Quality Improvement Division works closely with TennCare's contracted organizations and other state agencies to provide oversight of quality performance and data reporting for TennCare members.

PCMH Lead:

The Patient Centered Medical Home (PCMH) program is part of TennCare's primary care transformation initiative. PCMH is a comprehensive care delivery and payment model designed to improve the quality of primary care services for TennCare members, the capabilities of and practice standards of primary care providers, and the overall value of health care delivered to the TennCare population.

This position is the lead for the PCMH program and will lead program implementation and strategy for PCMH. This position will engage with external stakeholders including providers, managed care organizations, and other vendors.

Responsibilities will include:

- **Managing NCQA PCMH Recognition**
 - Monitor NCQA PCMH accreditation for all PCMH organizations for meeting the program requirement
 - Maintain working relationship with the NCQA national team
 - Communicate with providers on recognition deadlines and remediation notifications
 - Stay up to date on the latest NCQA updates and policy changes that will impact the program
- **Provide program oversight**
 - Provide guidance and timelines for both providers and MCOs for the onboarding of new organizations
 - Maintain and provide quality assurance support for program documents (i.e., provider reports, report templates, Detailed Business Requirements, Provider Operating Manual, etc.)
 - Develop and maintain strong partnerships with stakeholders including providers, vendors, managed care staff, and external groups
 - Develop and coordinate official communication to PCMH providers as needed
 - Develop and present content for stakeholder meetings and calls
- **Provide oversight of PCMH Organizational coaching efforts by the MCOs**
 - Provide timelines and necessary training for the onboarding new providers/organizations
 - Communicate with MCOs to align on coaching for organizations and progress of NCQA recognition
 - Work in collaboration with the internal staff on coaching support for the program
- **Additional support and responsibilities**
 - Attend provider conferences and regional collaboratives in Tennessee throughout the year
 - Assist in ad hoc projects and requests from internal and external customers
 - Collaborate with the TN Health Link program as needed and other TennCare initiatives and programs
 - Liaison for PCMH to the Care Coordination Tool and the eHealth team

QUALIFICATIONS

Minimum Qualifications:

- A master's degree in public health, healthcare administration, or related field and 2+ years full time professional experience in a healthcare setting or coordinating the implementation of health programs
- OR --
- A bachelor's degree in public health, healthcare administration, or related field and 5+ years full time professional experience in a healthcare setting or coordinating the implementation of health programs
- Strong organizational skills, including the ability to prioritize multiple projects

- Ability to work well with multiple teams and stakeholders
- Excellent communication, collaborative and presentation skills

Desired Qualifications:

- Experience with health insurance, health care delivery, health policy, or value based payment preferred;
- Knowledge of HEDIS measures and NCQA accreditation standards;
- Experience with training individuals to use health information technology;
- Ability to work independently and collaborate and communicate with important stakeholders;
- Proficiency in Microsoft Office software including Word, Excel, and PowerPoint;
- Demonstrated time management skills and proven ability to manage multiple tasks simultaneously while completing work within allocated time frames.

JOB LOCATION: Nashville, Tennessee

SALARY RANGE: Compensation arrangements are competitive and will be commensurate with the selected candidate's experience and responsibilities of this position.

HOW TO APPLY: Qualified candidates should send a cover letter with salary expectations, resume, and writing sample to Virginia.E.Cooper@tn.gov by **August 21, 2019**.

Position Status: Executive Service

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.